

GENERAL TRANSPORT TERMS AND CONDITIONS



Passengers are required to comply with the guidelines concerning access to the vehicles in accordance with the terms set out by the Company or communicated by the staff.

Use of tickets and rules for accessing the vehicle

The passenger must:

- obtain a valid ticket before boarding the bus, ensuring that the price paid corresponds to the current rate on the route he intends to take;
- get on the bus from the front door;
- validate the ticket as soon as they board the vehicle and show it to the driver;
- in case of paper tickets, check that the date and time printed from the validation machine are exact;
- in case of paper pass, check that the date and time printed for the first day of use is exact;
- validate paper subscriptions and electronic cards on every trip;
- where required (eg paper passes), compile it with a pen where necessary and always carry it along with a valid ID.

When boarding, users who do not have a travel ticket can buy a single ticket for € 7.00 from the driver, paying exclusively with the exact amount in cash. The driver is required to prohibit access to the vehicle to passengers who do not have a ticket and refuse to buy one on board. Passengers without a ticket can only get into the vehicle after receiving an administrative sanction; in case they refuse the sanction, the driver is required to request the intervention of ticket inspectors or law enforcement.

Under no circumstances can the driver leave with people on board who have not purchased a ticket.



Passengers benefiting from fare reductions or free card mentioned in art.31 Law 30/98 are required to show the card issued by Cotral to their name (see pat.35), together with a valid ID:

- to retailers, when buying tickets at reduced rates;
- to the driver at the time of boarding;
- to the ticket inspectors, in case of control.

Failure to do so or irregularities must be immediately reported to the driver or company personnel, the traveler is required to write the number of the vehicle on the travel ticket, date and time, and show it to the driver. The ticket is personal, can not be transferred or combined with other passes, must be kept intact and recognizable throughout the duration of journey, upon request it must be shown to ticket inspectors, together with a valid ID.

Cotral standard tickets allow for a single trip without intermediate stops; passes allow for an unlimited number of trips during the month and year of validity.

In case of delay or interruption of the trip due to force majeure, the travel document is non-refundable.

Sanctions

Anyone found without a ticket is required to pay the price of the entire trip, from departure to arrival, and of the administrative sanction between € 100.00 to € 500.00 as by Law n. 16 of 16.06.2003 art. 42 paragraph 2.

A passenger is considered without a travel document, and is required to pay a penalty when:

1. they refuse to show the ticket to the driver or to buy one on board at a fixed rate;
2. even if in possession of the travel document, they have not validated it as required;
3. carries an expired ticket or a pass;
4. carries a standard ticket or pass on a special route that requires a specific ticket;
5. carries a ticket or pass of a lower fare than the one required;

6. carries a reduced fare pass/ticket without the required documentation;
7. carries a personal pass that was not compiled correctly;
8. carries a ticket no longer in use;
9. carries a Cotral or Metrebus electronic card without receipt or without readable receipt.

Anyone carrying a ticket that has been stamped multiple times or with visible signs of counterfeiting or alteration according to arts. 465 and 466 of the c.p. is subject to administrative sanctions from € 103.00 to € 309.00 as well as to the confiscation of the ticket (articles decriminalized by Legislative Decree 507/99); selling personal or anonymous tickets or other passes after the start of the trip according to art. 24 of Presidential Decree 753/80.

Anyone who improperly uses a personal ticket or pass, be it the owner or the passenger using it improperly, it is subject to administrative sanction described above and detailed in art. 5 L.689/81. Anyone who violates the provisions concerning the behavior of users of public transport companies detailed by Presidential Decree 753/80 is subject to an administrative penalty between € 30.00 and € 250.00 in addition to any reimbursement of damage to corporate assets.

Cotral is not liable for damages caused by things, people or animals that violate the following rules:

- it is forbidden to operate alarms and emergency devices if not in case of need or danger;
- it is forbidden to get on and off the vehicles when they are not completely still and from doors other than those indicated on the vehicle;
- it is forbidden to throw objects from the windows;
- it is forbidden to smoke;
- it is forbidden to damage and dirty vehicles and company appliances;
- it is forbidden to carry out sales activities, any kind of fundraising, singing, playing and similar activities;
- individuals in a state of intoxication or in a condition that would offend decency and disturb other passengers are not permitted to board;
- the transport of arms, except for law enforcement officers, is not permitted;
- the transport of dangerous and harmful products is not permitted.



Passengers causing damage or disturbing other passengers and the driver may be ordered off the vehicle at the discretion of staff without any claim for damages.

Transgressors that when questioned by inspectors either give a false name or refuse to give their name or who commit an offence relevant to the Penal Code against Public Officials, will be reported to the Authorities. Passengers who claim to be in possession of a monthly and/or annual pass, are to hand in/or at ufficio.ricorsi@cotralspa.it (within 5 days from the date they were issued the fine) the following documents at the Cotral offices:

- Original Monthly Subscription (validated before the sanction) + photocopy of the € 10.00 paid on the payment form on account number 1001517604 to Cotral, specifying the reason “expenses for proceedings” along with the record number of the fine;
- Original Annual Subscription + photocopy of the purchase agreement and payment of € 10.00 on account number 1001517604, specifying the reason “expenses for proceeding” along with the record number of the fine;
- Reduced fare or free circulation car, plus photocopy of a deposit of € 10.00 to c/cp 1001517604 to the name of Cotral Spa specifying in the description “processing expenses” and the case number.

Sanction payment

In compliance with the L.R. n. 7 art. 139 of 14.07.2014, a reduced sanction can be paid within 5 days from the date of the report (this kind of payment is also allowed for violations regarding the provisions detailed by the Presidential Decree 753/80 without the addition of the ticket and maintaining Cotral's right to claim compensation for any damages).

The transgressor is required to pay the fine using a postal payment slip to: Cotral Spa, Via Bernardino Alimena 105, 00173 Rome, c/c n.1001517604 indicating the report number.

Defensive claims

Passengers subjected to administrative sanctions by the Cotral staff can Submit defensive claims, within 30 days from the date of notification of the report (no appeal is allowed on assessment notice), directly to

the Company, by registered A/R mail to Cotral Spa, Appeals Office, Via Bernardino Alimena 105, 00173 Rome or via email to ufficio.ricorsi@coltralspa.it or calling 06 7205 6020 or via fax number 06 7205 2428. In case of rejection of the appeal, the offender will be charged, in addition to the penalty and the travel document, the costs of the administrative procedure.

Reduced fares

Citizens over seventy years old, disabled and maimed veterans that reside in the Lazio region can travel for free as long as in possession of a personal card issued by Cotral or Trenitalia, accompanied by valid ID that certifies their residence. Citizens residing in the Lazio Region belonging to the categories established by the L.R. Lazio n. 30 of 16.7.1998 (following the form of the Law of Law No. 16 of 16.6.2003) are entitled to the issuing of special cards for the purchase of reduced tickets and passes 50% and 70%.

Children

Children below one meter of height travel free on the regional network, one for each accompanying adult with an appropriate travel ticket, as long as they do not occupy a seat. In case of two or more children they must be accompanied by a suitable travel document. In the territory of the Municipality of Rome, the gratuity is extended to children up to 10 years of age (no more of one per adult). For safety reasons it is not possible to get on the bus with children on prams and strollers, which must be folded and take up space within set limits, and be placed under a seat.

Pets

FREE OF CHARGE

- Guide dogs for the blind as long as they have a leash and a basket muzzle.

STANDARD RATE

- Small and medium-sized dogs provided they have a leash and a basket muzzle. No more than two dogs per vehicle are allowed travel in the back of the buses.
- Cats and birds provided they are transported in cages or baskets of no more than 40x30x30 cm in size.



NOT ALLOWED

- Large dogs (or other animals). Animals, cages and containers during transport must be kept in such a way as not to cause damage, disturbance, and harm to people or objects. Passengers accompanying the animals are responsible and will be required to compensate for any damage caused to the vehicle, objects or other travelers.

Luggage

No luggage can take up seats.

FREE OF CHARGE

- Luggage with approximate size 50x30x25 cm that can fit under the seats.
- Small suitcases that can be stored in overhead bins.
- Luggage that exceeds 50x30x25 cm and cannot be stored under a seat but is stored in the bus hold. This option is only available for trips from the first to the final stop of the bus route and it is only free for one item per person. Each additional item is subject to payment of the standard rate.

NOT ALLOWED

- Objects with sharp edges or corners.
- Packages made of flammable or fragile material.

Other specifications are in accordance to Regional Law n. 52 December 3rd 1982.

For security reasons, travelers must report to the staff Cotral any objects found unattended on the vehicle and at the bus station of departure or arrival. Cotral staff may prohibit access to the vehicle to objects and packages that do not respect the aforementioned rules. Any violation of these rules will be sanctioned in accordance with art. 42 L.R. Lazio 16/2003 and the present General conditions of transport. The violations of these conditions are ascertained and disputed by the Cotral staff as Administrative Police according to the L.R. Lazio 16/2003.

Lost and found

Inquiries regarding lost items can be made online by filling out the request form on the page “Cotral Risponde”.

For more information visit the cotralspa.it website.

